CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (1) System Administration and Web Services for the FAA LaRC Field Office

TA No:	Ten001-Rev8		
Task Area Monitor:	**Alternate Task Area Monitor:**		None
NASA POC:	None	**Software Control Class:**	Low Control
Type of Task:	Recurring Task		

2. **BACKGROUND**

System administration for the FAA Field Office (a federal tenant organization at LaRC) covers support for a mixture of Mac and PC server, desktop and laptop computers, printers, and peripherals in Building 1244. Software includes various commercial system software packages (office, graphics, and utilities) and web site development packages. On-site system administration for hardware and software is required to maintain network security and resource availability for FAA personnel, contractors, and assignees, within and outside the Langley network domain.

Web site services pertain to the FAA/NASA Cooperative Programs site and other FAA Research and Development Field Office sponsored/supported sites. On-site WWW server system administration for hardware and software is required to maintain local web server security and resource accessibility for DOT, FAA, and NASA personnel. Constant (almost daily) communication/coordination between the Task Area Monitor (TAM) and contractor personnel assigned to this task will be required in order for task requirements to be met.

3. **OBJECTIVE**

The objective of this task assignment is to provide system administration support and integrated web services for the FAA Research and Development Field Office (Langley).

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:
Refer to Exhibit A, Inventory of Equipment and Software, that defines the required general IT support services.
The services of System and IT Security Administration shall be provided for systems with "System and IT Security Administration Required" checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

Any system software, application software or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA), Hardware Maintenance (HM), System Software Maintenance (SSM), Applications Management (AM) and Database Administration (DBA) are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8 clauses a) and c) of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware or software maintenance contracts, the Contractor shall obtain quotes for replacement parts or upgrades and provide them to the TAM for procurement.

The Contractor shall assist the Government in coordination and relocation of computer equipment.

Onsite office space in the FAA Field Office work area will be available for use by Contractor personnel working on this TA. Computer systems will be set up to operate 24 hrs. per day, 7 days per week. Operations outside of normal working hours will be monitored and problems will be reported to the TAM within 2 hours of the start of the next business day.

General IT Support Services Performance Metrics
Performance Standard: The FAA/NASA Cooperative Programs website at http://faa-www.larc.nasa.gov is maintained in an up-to-date status.
Performance Metrics:

Exceeds: Sites are maintained in an up-to-date manner with modifications made within one week of being requested. There are no discrepancies with compliance to Federal, NASA or FAA regulations or policies. FAA Field Office is represented by Contractor personnel in at least two LaRC or FAA Headquarters web-related activities. All deadlines for producing WWW application products on CD-ROM media are met.

Meets: Sites are almost always up-to-date. Modifications are made within two weeks of being requested. There are only minor discrepancies with compliance to Federal, NASA or FAA regulations or policies. Contractor personnel participate in at least two LaRC or FAA Headquarters web-related activities. Deadlines for producing WWW application products on CD-ROM are met 80 percent of the time.

Fails: Sites are frequently out-of-date or not in compliance with Federal, NASA or FAA regulations or policies. No Contractor participation in LaRC or FAA Headquarters web-related activities. Deadlines for producing WWW application products on CD-ROM are met less than 80 percent of the time.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Web Services for the FAA Research and Development Field Office
LaRC Manager:

Work Area Description: These work-area specific services shall be performed between the hours of 8:00 AM to 4:30 PM Monday through Friday, excluding holidays and other times that the Center is closed. Contractor personnel will be located on-site in the FAA Field Office located in Building 1244 at LaRC.

Work Area Requirements: The Contractor shall provide integrated web services to the FAA Research and Development Field Office at LaRC. Requirements specific to this work area include:

- o   Provide integrated site development services, including project design, project implementation and graphics design.
- o   Provide integrated support for local web servers including system administration, performance and security monitoring, and log monitoring and archival.
- o   Respond to problems and questions directly related to web software residing on the local web servers and monitor sites and servers for any problems that interrupt services or compromise security.
- o   Serve as website curator. Websites shall be maintained according to the appropriate Federal, LaRC and FAA Headquarters regulations/policies/procedures.
- o   Participate in FAA and NASA agency-level and center web activities (i.e., workshops, presentations, briefings, etc) that pertain to FAA Research and Development Field Office web sites. In his/her absence, represent TAM in support of this work area.
- o   Develop WWW applications, including web page interface design.
- o   Develop integrated media for the web, including audio and video components.

Performance Metrics for this work area require the following deliverables:

- h. The FAA/NASA Cooperative Programs (http://faa-www.larc.nasa.gov) website is maintained
- i. Additional FAA Field Office sponsored/supported web sites developed and maintained as new requirements are determined
- j. Provide WWW applications on CD-ROM media

7. Exhibit A

Exhibit A

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly in the FAA RandD Field Office. The following persons or their alternates are required to attend: Task Area Monitor and Contractor personnel assigned to task. Technical performance, timeliness and cost will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%   Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's lead personnel. specific work plans and the associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

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